

I.S.P.C.
February 10, 2005 Meeting Minutes

Attendees: Doug Thomas, Randy Ober, Ken Kuszak, Terry Lowe, Dave Kroeker, and Don Herz

Administration:

City

The city budgets have been distributed. Within IS, itself, the budget is down just a little over \$250,000. That takes into account \$129,556 of the twenty-seventh pay period that happens every twelve years, and the moving of an Internet Support Specialist from CIC back to IS. So in an apples to apples comparison it's actually down nearly \$450,000. We are at 95.3%. To give you some of the highlights, we are not doing as much capitol as we do in a typical year. We are actually cutting three existing FTE's recently opened due to resignations and retirements. But as I indicated we are adding back the CIC position for a net reduction of two FTEs. With the new negotiated DSL lines (recently offered by Alltel). We realized nearly \$100,000 is communication charge savings.

Total user budgets on the City side are down nearly \$200,000 so I don't expect agencies to blame any of their 05/06 budget woes on IS. If they do complain it won't be legitimate.

County

We plan to distribute these next week. The sum of the County user budgets for IS services are down a little over \$100,000. Although we need to get a final decision from Don Taute, it appears the County Commissioner budget can be reduced another \$25,000 or so for the elimination of the planned self-help payroll development. As I get that finalized I will forward that to you.

As the new Parking Ticket System moves into production, County Legal Case Management is the next one that Mark and his group are going work on. We may want to approach the Board again as the total dollar amount of this project is developed. Between what we carried into this year and what we've included for the next year, there should be adequate funding for the project, or very close anyway. The development of this project is going to start April-ish.

Networking Projects:

Redundant Downtown Loop

We do have the redundant loop downtown up and running through K Street.

Replacement of Well fleet/Bay Router with CISCO Switch

Ashland Water Dept. is still running IPX over a T-1 line and we want to get them moved to a new DSL circuits. That change will save them money and enhance their performance. It will also save us from buying a very expensive router to handle that. Next week they are going to start working on Ashland. Our annual maintenance for this Well fleet router comes up in May, and it is over \$10,000 a year. We can get a brand

new CISCO router with everything we need for less than \$10,000. We are trading in the Wellfleet to help reduce the net outlay. We will have 90 days from the time we install the new one and get it running to ship off the old Wellfleet. We are pushing it because we don't want to spend that \$10,000 due in May.

HIPAA Policies

One thing that I've been working with networking on, is formalizing and creating formal policies to support what we've done in the past and what is required by 4/16/2005 for HIPAA compliance. We have several in draft form and we are going to send those in to Tom Fox, (County Attorney in charge of HIPAA), to get his input.

PC Support:

Thin Clients

There was an article in the Wall Street Journal about this. There are many vendors getting into this market (HP, Dell, Wyse). We looked at Dell, they are quite a bit more expensive than the HP's. The Journal stated that Walmart is one of the big users of Thin Client. Based on the article, 1% of the installed desktop base is thin clients. The article talks about it being a very good fit for third world developing countries where they don't have a lot of desk top PCs. They can manage a relatively large network with fewer people. It is promoted as approximately a 40% reduction in staff for support.

There are some problems with the number of software versions that can be simultaneously loaded on the thin client server. On some of the applications you can't have duplicate versions, like Adobe Acrobat 6.0 or 7.0 Standard and 7.0 Pro. You can't have both installed, only one or the other. One alternative would be to put different versions on different servers since we'll have a number of thin client servers. Although, we did find some software that will allow you to have different versions. We are going to ask for a demo on how that software works. It supposedly allows you to have as many different versions of the applications as you want.

We hope that in the June time frame we'll be able to start rolling these machines out. It won't have a very big impact on the proposed budget because they are a bit cheaper at the desktop but servers will also need to be purchased. The real bang comes on the maintenance savings. You are not going to see a 100% switch over right away so the savings will actually be accrued over time by reducing the maintenance and extending the useful life of the desktops. We will test all of our major software (including the new PeopleSoft ERP system before we roll them out. The thin clients aren't going to work for everyone. There will be some cases where the thin client will not be suitable. However, in most cases it should be very adequate.

Redundant Oracle Environment

The redundant Oracle servers are up and running in a test environment. The OS is running on them and the Oracle was also installed. They did one test already were they shut one server down and the secondary server started taking over for it, just like advertised. They have a little more testing to do on it before they put it into production, but so far so good.

Systems Development Projects

Applicant Tracking (Post Implementation)

In the one month that this has been in production Personnel has had over 1,000 (1,016), completed on-line applications for City or County employment. In some cases they have actually seen more applicants for jobs than they have in the past. There appear to be more people applying for jobs. We can't really tell the reason, but we'd like to think it's the ability to apply remotely in one shot. In other words there were 1,016 applications that did not need to be handled by the staff up front. Before this went into production, front end Personnel staff had to copy them, sort and stack them, and re-enter data, (from the applications and the supplemental questionnaires. Of those 1,016, only 48 of them did not have e-mail addresses. Thus, 968 letters did not have to be produced, printed, stuffed or mailed. Notifications via e-mail were submitted back to the applicants. If the applicant does not have e-mail, a letter prints and has to be mailed. Not having to send letters through the mail not only saves time, but postage too. That is around \$250 in postage savings alone. This way of applying also saves people from having to drive down here, from Omaha, or wherever. How much staff time is saved is not as clear, but they aren't handling a thousand applications, and entering data (applications and supplemental data), rankings, etc.

The tracking system also creates the certified list automatically. In one month on Applicant Tracking pages there are 128,000 hits on the web site. There were 29,928 hits on the job letter page alone. The system is also date sensitive, the jobs come off and come on as the positions close, so they don't have to do that manually anymore.

Supplemental questionnaire answers are rated instantly through table definitions. Points are assigned as people are filling the applications out. As the applications come in, they can actually see how the first twenty or thirty applicants are doing point wise. The EEOC groups are put to the top and flagged without anyone needing to do research. Every pay period our payroll system produces a profile for each department that tells us if we are short in a job category by ethnicity or by gender. Also, only minor review is needed now, so they don't do the spread sheets, they just hit a button and the points are there. If the points are disagreed with, because the applicant does not have as much experience based on their work history as the points say they do, someone can go in and change the points manually. The original points are still logged. We are legally protected when we modify stuff, because now the points have to be overridden and a reason for the change has to be stated.

It used to take three days after the job closed to even get started. Now the day that the job closes they actually have all the points, all the candidates, and it is all sorted to the top. They trust it and without looking at it can send the top "x" over. It is a much faster and easier application process.

JDE/PeopleSoft Upgrade Demonstration

There was a demonstration last Friday. We told them this was their opportunity to pitch to us why we would want to move from where we are at. We are still looking for a price. Overall, it went fairly well.

We were able to meet with Fran and Tim Pratt to discuss some questions about imaging of the invoices and how those are tied with PV's. They showed us a couple of screens where all the pieces are there that they do the data entry on now. We can do something like we did in Personnel to meet their needs. We can completely write a visual basic script that lives on the PC, (outside of JDE/PeopleSoft), through the new 3270 emulator. Because those elements live on that screen, we can actually scrape those off, and instead of doing for example a shift-I, the visual basic program of the screen takes control. It clarifies as to whether or not it is on the screen it is suppose to be on. It takes information from various places and makes a file definition TIFF. Then those invoices can be scanned in with that name on it, completely separate from the data entry, and it launches a TIFF viewer for viewing purposes. This has some significant implications down the road. If anyone wants to image anything, as long as the characteristics are on a screen some place this emulator script can find it and pop it right up. We will give Fran a demonstration probably next week. Remember the invoice scanning and data entry and how you handle the invoices are separate issues. On JD Edwards you can look at a transaction in an account you can click on that image and bring it up. You are basically storing the image under some unique key structure that is on the screen. It has nothing to do with the product or software, it is between the PC and what is on the screen. Again, we will be holding a demonstration next week and will let you know when that occurs.

InterLinc Action Center-Accela

Inter-Linc Action Center is a virtual center where citizens can make complaints. ACTION stands for Acting with Citizens To Improve Our Neighborhood. The good news is that Accela seems to be willing to work with us to develop exactly what we are wanting to build. In this year's budget we have appropriations to build the front end on the web site. We are trying to get a BETA agreement with Accela to upgrade their product. To add some features that we would want to have. They have been very receptive so far. We are going to tune it up and drape it around InterLinc so the colors and page layout look right. We will invite the group back in for backing. It ties directly into Permits Plus. We don't have to write the interface. It is a piece that goes right into the complaint system. There will probably be some licenses that we will have to purchase. We budgeted about \$90,000, but it sounds like we can get them to do it for around \$50,000. The difference could then be used to expand the licenses to the necessary desktops.

The real drivers between this are the neighborhoods. In addition, Patte Newman, and Ann Harrel have been taking a very active role with this project. They are the group that we will do a mock-up for. Jennifer Brinkman is one of the neighborhood people that has been involved with this, so she will be one of the people we bring in for a demo, as well. After the demo and when the above mentioned group is on board we will get it to the rest of the people. This shouldn't add a lot to the Permits Plus system, it is just be another module. This system is a very good fit with the goals and direction of this project.

General Assistance

There is going to be a meeting on the 15th. Kathy Cook is going to present the findings of why we need a new General Assistance System to the Steering Committee. She will

describe the SRD that needs to take place before they start re-writing. At the end of the SRD we will be able to give a good dollar amount as to the cost of building the new replacement system. There is money and hours in the GA next fiscal year to develop this system. We should have the SRD completed in the April time frame. If we get the approval to get started then we will have May, June, and July already in the system.

Tech Support

Statistics

Last month's PeopleSoft utilization was at 6.4% down from 14% in December. The web component hides how many are logged on, but there is a way that we can look to see who is actively logged on. The night before last, there was a disk failure on the JDE AS/400. The RAID technology covered that. The only thing the machine didn't do properly was dial out and call IBM when that happened. That was examined. It took about thirty minutes until you could see the machine working to get the disk balance back out and get the data back on the machine. It took almost exactly thirty minutes. Disk usage is a situation we will need to watch if we are going to do anything on the JDE AS/400, if we are thinking about upgrading software, we are currently running 70% disk utilization. We have a few extra slots that we can put disks in, but there have been two different thoughts about whether the technology of the older AS/400 can allow new disk drives to be installed and will it recognize them and balance right away. Or, do you need to unload all the data, install the additional drives, and then reload your system. The first of the two is preferred.

Next Meeting

March 10, 2005